GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4750
ANSWERED ON:27.04.2005
TEMPERING WITH METERS
Jai Prakash Shri

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that a number of PCO owners are tempering with the pulse rate of their meters causing loss to the telephone users; and

(b) if so, the mechanism available with the Government to tackle this problem?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Sir, some complaints in this regard have been received in MTNL and BSNL.

(b) Following mechanisms are available to tackle the problem of tampering with meter pulse:

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#  Periodic surprise checks by the staff;
#  PCO of the franchisee found to be violating guidelines can be closed by
 following due procedure


#  Judicial proceedings under law can be initiated against the erring franchisee
 for cheating public;
#  Public can seek Redressal under Consumer Protection Act.
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